

**SEEK PILOT– Questions from Durham's Providers Meeting**  
**February 23, 2011**  
**Belinda Thomas and Kim Miller**

**1. Center transports children. How will we report attendance of those situations?**

When children are transported by the provider, the parent or the alternate cardholder can swipe in and out when the children are picked up at the end of day. Otherwise, the parent or alternate cardholder must swipe in and out within seven (7) calendar days for each day the child attended.

**2. How will that translate into payments when the parents cannot come into the center? If CPS, FC cases.**

In order for the provider to be paid when there are situations where the parent cannot come in, the primary cardholder can have the alternate cardholder come in to the center at least once every seven (7) days to swipe the attendance. If there is a Child Protective Services (CPS) or foster care case, the social worker can come in to swipe the attendance.

**3. What happens if we don't have an authorization yet for child care and the child is in the center? How can the centers get payment in a timely manner?**

If the parent does not have an authorization, the provider can require the parent to pay for child care services. Eligible parents will be given a screen print of the authorization to verify eligibility. After the parent receives the card, the parent can back-swipe the attendance.

**4. What happens when the parent need to recertify during that 5 day period that the worker is processing?**

This does not seem to be a question regarding SEEK. Parents can come in and recertify at any time once they have been notified.

**5. Can the center get the second card?**

No, providers will not be allowed to have a card in their possession.

**6. CPS cases on an emergency case. What happens if the provider takes the child before they receive the voucher?**

Same as #3.

**7. On screen print will it have the same eligibility/authorization period?**

Yes, the authorization dates for care will be displayed on the screen print.

**8. Will providers be able to track attendance?**

Yes, providers can track attendance through the provider web portal. Reports are also available through the POS device.

**9. Family Focused. How is this family focused if this system is not about taking care of the children because of what the parent did not do?**

Parents have the responsibility to take action to maintain services. The question/concern is the same prior to and after SEEK is implemented.

**10. What do they do when the parent misplaces or does not swipe the card?**

The parent must call the toll free “800” number to get a replacement card. The parent is responsible for swiping in and out.

**11. If paydays fall on the weekends will they get paid Friday or Monday?**

This will be determined for Phase II which is still under development.

**12. Is the provider responsible for the machine that they did not ask for?**

Yes, the provider is responsible for the POS device which she must have in order to participate in the Subsidized Child Care Program.

**13. If something happens to the machine am I (the provider) liable?**

See Question #39 below.

**14. What happens if there is a delay and they (the state) get backlogged or there is a problem with the machine and their check is short or delayed?**

The state does not anticipate problems that will cause a shortage or delay in provider payments. The provider will have a toll free “800” number to call for issues regarding equipment. Payment questions should be addressed through the LPA. There are processes in place to make timely payments.

**15. What happens while they are waiting on recertification?**

(Same as question 4)

**16. What happens if providers are keeping a child and later find out that the child is ineligible and they have already been paid—what happens?**

This does not seem to be a question regarding SEEK. The same process we currently use applies. The parent pays the money back because it is the parent’s responsibility to report changes to DSS.

**17. Could you give more information on back-swiping?**

Providers will be fully trained on the process prior to implementation.

**18. If provider is picking up children who is the second person that can swipe if the parent is not available?**

The primary cardholder will decide who will be the alternate cardholder. The provider cannot be an alternate cardholder.

**19. Do you have a copy of the contract for us tonight?**

A packet of information, including the contract for the POS machine, was mailed to providers of subsidized child care on March 17, 2011. The mailing was sent directly from ACS.

**20. Will we have someone to come to our centers to train us?**

Yes. At the time of installation, the contracting company, Media Riders will provide face-to-face training at your facility on the use of the POS machine.

**21. Attendance. During the process of transition will there be any consideration of having more than 5 days?**

Providers will no longer have to report after the 5<sup>th</sup> day of absence.

**22. Are we responsible for the extra phone line, port or internet connection?**

Existing phone lines or internet connections may be used if they are in a convenient location at no additional cost to the provider. If it is necessary to install new phone lines or internet connections, that would be the responsibility of the provider.

**23. What if the provider cannot afford it?**

The POS machine is provided at no cost to the provider. Existing phone lines or internet connections can be used at no additional cost to the provider. The only cost would be for the phone line or internet connection if the provider doesn't already have one. This is a requirement to participate as a provider of subsidized child care.

**24. Can the providers use an existing phone line or do they need a new line?**

Providers can use existing phone lines. It can be the same line used for telephone calls, fax machines, or dial-up internet connections. A special line dedicated to the POS machine is not required.

**25. Do providers have to pay for the cost of the new line?**

If providers do not have an available phone line or internet connection, they will be responsible for the cost of a new line.

**26. What if it is not ready in June? Will it be pushed back?**

The pilot for Phase I is scheduled to begin in 4 counties on June 1, 2011. SEEK will only be rolled out if it is ready.

**27. Parents. What if parents decide they do not want to swipe or pay?**

Cooperation with SEEK processes will be a requirement for participation in the Subsidized Child Care Program. Parents refusing to pay should be treated the same as private paying parents who do not pay.

**28. Where is the money coming from to implement this 5 year program/this system?**

The Child Care Development Fund

**29. Are any more families going to benefit or not now that we have a less budget?**

The number of families and children served is always determined by the amount of available funding. One of the goals of SEEK is to serve more children with funds saved from using a more efficient system.

**30. Is the revision process 7 calendar days or business days?**

Parents will have 7 calendar days to back-swipe any missing attendance check-ins or check-outs.

**31. Can you go back to make corrections if a mistake was made?**

Yes. A corrections process will be available.

**32. Will we get paid for the current month on this new system?**

Providers will be paid twice per month 2 weeks after services are provided. Payments will be deposited directly into provider bank accounts on the 15<sup>th</sup> of each month and on the last day of the month. For example, the money deposited into your account on the last day of the month will pay for care provided between the 1<sup>st</sup> and the 15<sup>th</sup> of the month.

- 33. Is there an attendance override if provider can prove that the child was there and not paid?**  
A corrections process will be available through the county worker. Providers will not be able to make corrections.
- 34. Can there be some consideration for reimbursement of installing the phone line?**  
No. The phone line is a provider responsibility. A dedicated line is not required as the provider can use a current phone or internet connection.
- 35. Why this system? With all the money that has been put in this system if it does not work will they drop their pride and this system?**  
The current system is outdated, and needs to be upgraded. SEEK will only be rolled out statewide after it has been tested in pilot counties.
- 36. Is this system being implemented because of fraud?**  
SEEK will provide many benefits and cost efficiencies. It is expected to reduce fraud as well.
- 37. By everyone coming to one system will all counties pay the same rate?**  
SEEK will have no impact on payment rates. Individual counties will continue to determine payments based on the market rate or private paying rate, whichever is less.
- 38. Going to analog-you are asking us to go back rather than having them (ACS) coming up to digital.**  
The POS devices need to be connected to a standard analog telephone line **or** high-speed internet service in order to function properly. A fax machine line usually can be used as well.
- 39. Power outage. If something hits (like lightening) and that machine is blown up who is responsible?**  
ACS is responsible for maintenance and replacement costs of the POS device except in cases of fire and theft, or the device is lost or damaged because of abuse or gross negligence on the part of the provider. It is expected that providers will take reasonable steps to ensure the safety of the equipment. Arrangements for maintenance and replacement of POS devices are outlined in the North Carolina Provider Equipment Agreement.
- 40. How many times does a parent swipe if she has more than one child?**  
One swipe will cover all the children who check in and out of the facility at the same time.
- 41. How would foster parents swipe?**  
Foster parents who are cardholders use the SEEK card as other parents do.
- 42. Did the contract that providers have to sign taken to any lawyer or attorney general to look at? Is it legal/binding to be forced to sign it?**  
Providers who choose to be a part of the Subsidized Child Care Program are required to use the POS device to record time and attendance for children receiving subsidized child care. The forms that were sent in the packet mailed to all providers in March must be signed and returned to ACS in order for the equipment to be installed at your facility. Providers may choose to have their attorney to review the agreement.

**43. Have we investigated the company coming in?**

Other states have contracted with ACS and successfully implemented their own unique attendance reporting and payment delivery systems.

**44. If you have voucher money coming in from more than one county—how will the swipe work to get paid?**

When the system is fully implemented statewide, the SEEK system will replace the voucher process. All parents will use their SEEK cards to record their child's attendance at the facility of their choice. Payments from all counties doing business with the provider will be consolidated into one payment made by direct deposit.

**45. Children from more than one county. What happens when we start swiping in Durham and the other counties you get paid from are not a pilot?**

Durham County, a pilot county, will authorize SEEK cards only for those families who reside in Durham County. The process for reporting attendance for children who reside in other counties remains as it is now.

**46. Will the provider get 2 checks when paid or one if he has children from more than one county?**

The plan is to have one payment per payment period for each provider. Once the system is fully implemented, payments from all counties doing business with the provider will be consolidated into one payment made by direct deposit. (See question #44 above.)

**47. Do the parents swipe each time they come and go?**

Parents/responsible adults use their SEEK card to check their children in to the child care facility and again when they check out at the end of the day.

**48. How much is the device?**

The replacement cost of the POS device is currently \$330.00

**49. Will there be established sick days or vacation days?**

Policy around payment when the facility is closed is under consideration. This policy is not based upon the implementation of SEEK.

**50. What happens if child comes in the morning, goes to school, and comes back for after care?**

The parent will check the child in upon arrival in the morning and check him out in the afternoon at the end of the day.

**51. Is the \$350 fee automatically deducted from the provider's account?**

The initial POS device is installed at the facility at no cost to the provider. If the POS device has to be replaced at the provider's expense, the cost of the machine will automatically be deducted from the provider's account.

**52. Is there a traveling swipe machine?**

The procedures for transportation providers are being developed.

**53. If the state is paying you what kind of benefits will you get? Health care benefits.**

There is no change in the relationship between providers of subsidized child care and the state. Providers are not employees of the state; they will continue to participate in the Subsidy Program as private facilities. Child care services are purchased from providers to benefit parents who need help in paying their child care costs.

**54. Does the system compromise parent's confidentiality? Private pay will see subsidized pay swipe.**

The Division is always concerned about parent confidentiality. The staff has discussed confidentiality issues regarding the use of POS devices by parents and feels that SEEK will not change current perceptions about the Subsidy Program.

**55. What information is stored in the device in case it is stolen?**

There is no child or family information stored in the POS device. Only the times and the dates of attendance (when the child is checked in and out of the facility) are kept in the device.